Request for Information (RFI)

Number: EBC-0718

The Office of the Chief Electoral Officer (Elections BC or EBC) is requesting information from interested parties to gather information from the industry and learn more about available solutions that may guide and influence EBC's requirements for the supply of an Employee Management System. This RFI is intended to gather information that could assist the Province in the development of a future procurement process. In the event that sufficient information is received, Elections BC may, but is not obligated to, initiate a competitive bidding opportunity.

Elections BC is a non-partisan, independent Office of the Legislature separate from the federal election administrator (Elections Canada) and from local elections administrators (local Chief Election Officers). Elections BC administers electoral events: provincial general elections and by-elections, recall petitions, initiative petitions and initiative votes, the conduct of referenda and plebiscites, and local elections and assent voting campaign financing and advertising rules.

During a provincial general election, EBC hires more than 25,000 election officials and is seeking information on employee management systems that can support the entire lifecycle of selecting, hiring, and terminating temporary employees, including:

- recruitment;
- training; and
- payroll.

The system must have the capacity to support a large volume of users accessing it simultaneously over a short time period (3 months). Employees are hired in one of up to 100 electoral districts in the province. Each electoral district will hire between 250-350 employees each in a 4-8 week period. EBC staff in each electoral district must be able to access the system simultaneously, with the peak period being 28 days.

1. <u>Recruitment/Applicant tracking system</u>

A system that would allow applicants to apply online and indicate their preferred position(s) and work location(s). This information would be accessible to headquarters and the local district electoral office. Once a local office has decided to hire the applicant, the applicant will be flagged as "hired" in the system so that no other electoral district can hire the same person simultaneously. Following that, an email would be automatically sent to the applicant with information about the job they have been hired into, as well as an invitation to an online training course. This email would include a link to the training and a user name and password. If a user's email address is entered incorrectly, bounce-back emails must be returned to the local electoral district manager for follow-up.

The recruitment/applicant tracking portion of the system will minimally require the following:

- method of collecting and searching applications;
- central location/database for management of applications, resumes and applicant information;
- data from applicants can be entered by applicant (online access);

- once approved by department level manager, applicant transitions to an employee;
- allows data mining and collection; and
- automate the recruitment process via a defined workflow.

2. <u>Training/Learning and scheduling management system</u>

Elections BC has designed an eLearning course which is a pre-requisite for all election officials before attending classroom training. The eLearning course instructs election officials on the electoral process in British Columbia. The eLearning course was created in a SCORM-compliant format and includes graphics, animations and interactive assessments and does not contain audio. The course is made up of approximately 70 slides and takes approximately 60 minutes to complete.

The learning and scheduling portion of the system will minimally require the following:

- hosting services - the eLearning course must be hosted on a server where the data resides solely in Canada;
- accessible by an EBC administrator and up to 100 local electoral district managers, each identified by a unique electoral district name and code; and a unique email address
- ability for EBC to make minor modifications to the course;
- assign employees to specific work locations (i.e. district electoral office, voting place)
- during a provincial general election, the course must be readily accessible by 25,000 users throughout B.C., 24 hours per day, 7 days per week;
- must have the capacity to support a large volume of users accessing the course simultaneously without degradation of service. (the peak period will be over 28 continuous days);
- after eLearning is completed an email is to be sent to the user including; an invitation for classroom training, employee's assigned position and work location (voting place);
- ability to track learner progress and completion; run daily and ad-hoc exportable reports
- allow users the ability to access training documents (e.g. QRGs);
- ability to import voting area and voting place information from EBC's proprietary system;
- ability to assign/schedule employees to a position in a voting place and to a classroom training class; and
- ability for user to select an HTML5 version of the course from the branded launch page.

3. <u>Payroll Services</u>

Payroll runs are processed frequently during and after a general election, at times on a daily basis. This ensures that election officials are paid as close to the end of their work term as possible. A pay system for election officials requires flexibility because of legislative statutory deduction exemptions. The system must be able to pay vacation pay on each cheque and produce accurate Records of Employment. Headquarters requires the ability to run reports to determine which election officials are still active and have not been paid.

The payroll portion of the system will minimally require the following:

- ability to record hours worked;
- calculate the gross to net pay for each employee;
- issue payments once eLearning and classroom training is complete in the form of direct deposit payments or cheques, as determined by EBC;
- issue payments once work assignment is complete (up to 28 days after classroom training complete) in the form of direct deposit payments or cheques, as determined by EBC;
- allow administrator security access for overrides;
- process accurate Record of Employment (ROE);

- an ability to apply "no CPP or EI under 35 hours in a calendar year";
- payout vacation pay;
- produce T4 forms (as applicable);
- remit EBC's statutory remittances including income tax, employment insurance, government pension plans, and other government remittances relating to payroll; and
- produce useful reports to support business needs (PDF, paper, excel extracts).

4. **Other requirements**
   - all data must be held in Canada to comply with the *Freedom of Information and Protection of Privacy Act* (FOIPPA);
   - ability to print Oath of Office forms in local electoral district offices with employee data pre-populated on the forms;
   - an ability to have up to 100 separate departments with various administrator levels, such as: each department must only have access to manage employees in their own department, different security permissions for staff and management within each department as well as administrator permissions that provide access to all employee records for EBC headquarters staff; and
   - an ability to apply different account coding to specific positions.

The purpose of issuing this RFI is to*:*

a) determine the level of market interest;
b) obtain information on potential new technologies or approaches;
c) obtain recommendations that would enhance the success of a future procurement opportunity for this project; and,
d) obtain high-level cost estimates for budgeting purposes.

Interested parties are invited to respond to this RFI by submitting a response to the Province. Responses should include ideas, information and recommendations that could result in a clarification of the requirements, cost-saving opportunities, and the identification of potential problem areas with this initiative.

Respondents are requested to provide a concise and focused response to this RFI. Responses are requested in the following format:

a) brief company profile;
b) name of a key contact person, including telephone number, fax number and email address;
c) information, advice and recommendations organized as requested in this RFI;
d) identification and discussion of key factors that the respondent recommends the Province consider when establishing its future business requirements; and,
e) other required information specific to the nature of this RFI and deemed important by the respondent.

Responses should include:

a) a description of the product being put forward for consideration;
b) confirmation that the functionality described in the preceding sections can be achieved with no or minimal configuration;
c) a description of any previously described functionality that is not available;

d) functionality that is available that may be of value to EBC;
e) a discussion about how data security with relation to FOIPPA is ensured;
f) a description of how costing to the customer is provided;
g) a high-level budget estimate;
h) a description of the hosting options and platforms available including SaaS and hosted on EBC servers; and
i) topics that the Respondent feels should be set out in a solicitation in the event EBC issues a competition for this functionality.

EBC, at its sole option, may opt to meet with selected parties who respond to this RFI to ask for further information, if necessary.

Respondents are specifically requested not to submit price proposals (other than high-level cost estimates for budgeting purposes) or information about the qualifications or experience of their firm or individuals in their firm. This RFI will not be used to evaluate, rank or select vendors, nor will it be used to pre-qualify or screen vendors for a subsequent competitive bidding process, if any.

If subsequent competitive bidding opportunities are issued, Elections BC is under no obligation to advise any vendor responding to this RFI. Vendors are advised to monitor the BC Bid website (www.bcbid.ca) for any such opportunities, which will be open to all vendors regardless of whether or not a response to this RFI has been submitted.

All responses to this RFI become the property of the Province and will be held in confidence, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. Respondents to this RFI consent to the Province incorporating any submitted ideas, concepts, approaches, or strategies into any planning, design, procurement, or contractual activities related to any aspect of the project without any obligation, liability, or consideration on the part of the Province. The Province will not be responsible for any costs incurred by any vendor in responding to this RFI.

Responses should be delivered by hand, regular mail, facsimile or email to the following location before 2:00 p.m. Pacific Time on October 30, 2018, and should quote RFI Number EBC-0718:

Elections BC
PO Box 9275 Stn Prov Govt
Victoria BC V8W 9J6
100-1112 Fort St, Victoria, BC
Facsimile: 250-387-3578

Email: Tanya.Ackinclose@elections.bc.ca

Contact Person:
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